



Dear Colleague

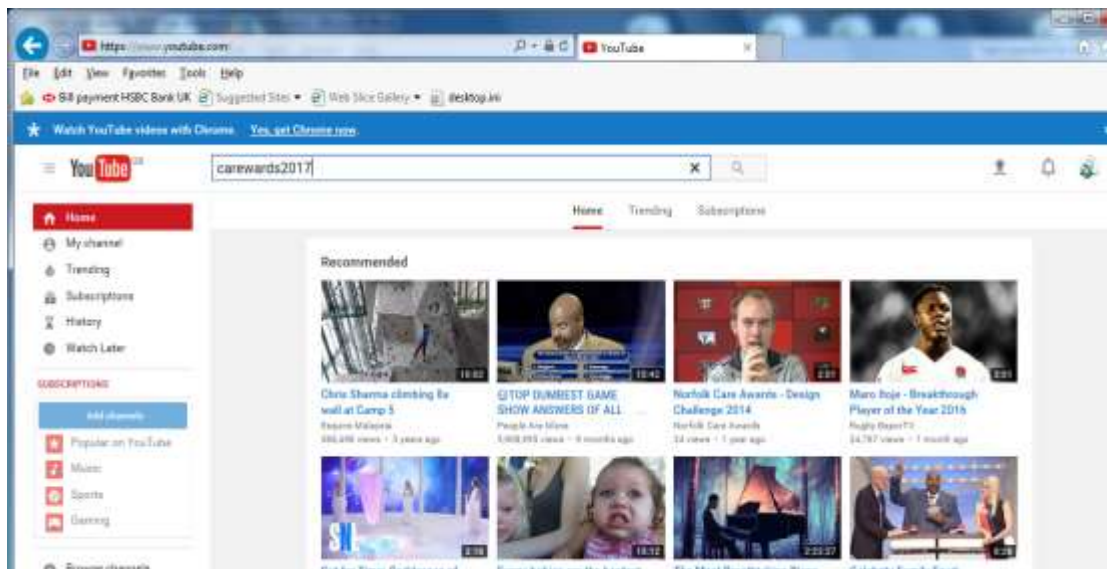
It is almost time for the Norfolk Care Awards and we hope that you are really looking forward to the event. Celebrating what's great about social care is so important.

Once again we are delighted to let you know that we will be live streaming the awards ceremony. This means that your families, friends and the people you provide care and support to can watch the event in real time. They can join in the anticipation and the excitement.

The event starts at 21:00, please ensure that you log onto the YouTube site at least 10 minutes beforehand.

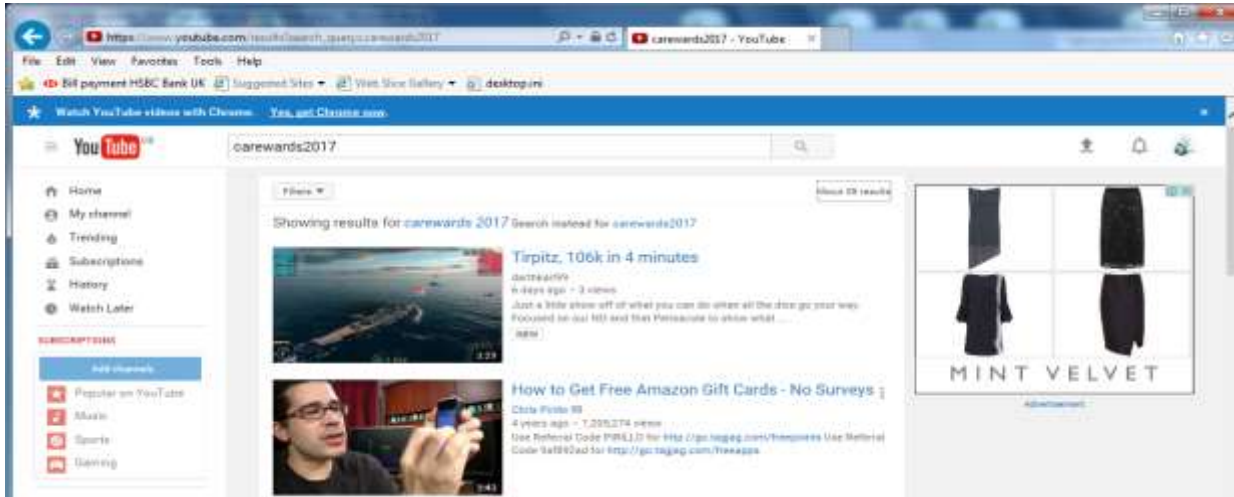
In order to do this people will need to go to the YouTube website

www.youtube.com/

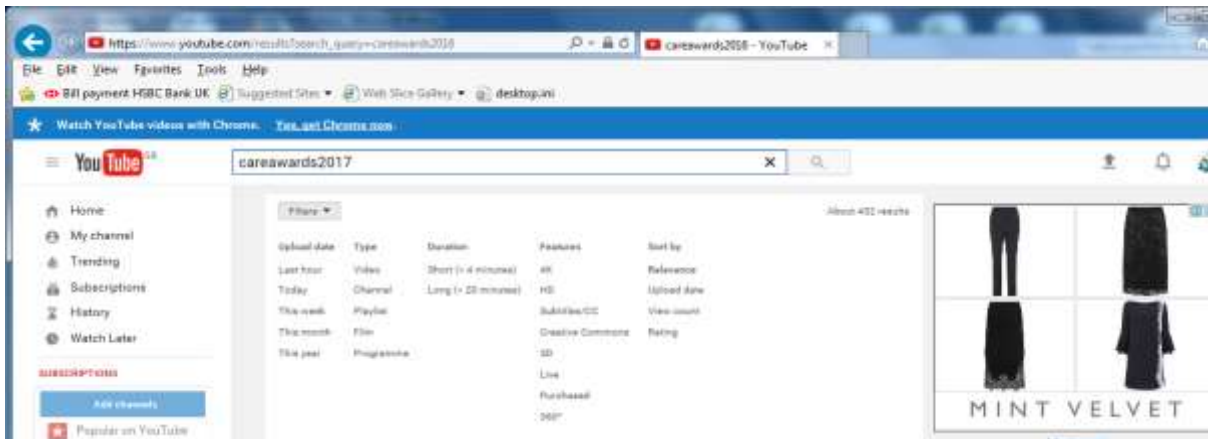


In the search bar you will need to type in **carewards2017** (no

spaces) Press return on the search bar, you will see the next screen



You need to click on the Filters arrow and you will see a list of options you then click on live the 4th column along and the a list of live feeds will appear, and the Care Awards stream will be on of these which you can then select and view full screen.



We really hope that lots of people will enjoy the live streaming and if you need any further information about this please contact info@norfolkcareawards.co.uk

Yours faithfully

Tracy Wharvell

On behalf of the Norfolk Care Awards team



The care home business is heading for a crisis according to Evan Davis's guests in this edition of The Bottom Line. Follow link below:

<http://www.bbc.co.uk/programmes/b08c2mlk>

Theresa May Petition to seek an urgent cross-party solution to the health and care crisis. Please share with your members – about 15000 signatures so far and rising. <https://petition.parliament.uk/petitions/177055>

Norfolk Safeguarding Adults Board

New news items have been posted on the Norfolk Safeguarding Adults Board's (NSAB) website:

Items include:

- *FREE conference on Mental Capacity - "The Mental Capacity Act 2005, A Decade on, What's Right and What's Wrong"*
Thursday, 30th March 2017, The Mercure Hotel, Boundary Road, Norwich
- *Listen again – BBC radio programme on hoarding*
- *Norfolk's new suicide prevention drive*
- *Sexual assault of older people: information guide for practitioners*
- *Would you like to visit the Norfolk MASH?*
- *Just published the Mental Capacity Report from 39 Essex Chambers go to [NSAB Useful Reports & Resources](#)*
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- *Safeguarding and quality of life – a question of culture*
- *Loneliness - 'a silent epidemic' - and here's what you can do to tackle it*
- *Unequal, trapped & controlled – Women's experience of financial abuse and potential implications for Universal Credit – a report by Women's aid*

See

[Norfolk Safeguarding Adults Board \(NSAB\)](#)

Sent on behalf of Norfolk Independent Home Care Group

Dear Providers

In regard to the Moving & Handling information below .

Although many providers had shown an interest in forming a working group it was based on a first come first served basis .

The steering group will be meeting again on the 27th February and will keep you updated on our progress .

Moving and Handling Steering Group Minutes

Date of Meeting 25th January 2017, 14:00-16:00

Attendees

| | |
|-------------------------------|---------------------------|
| Hanne Lene Schierff NCC (HSL) | Sarah Farrow Carers Trust |
| Melanie Sturman NCC (MS) | Faye Taylor Taylor Care |
| Annie Lintern NCC (AL) | Sharon Pointer Guild Care |
| Helen Stokes NCC (HS) | Alison Chinganga Sunrise |
| Joanne Howard NorseCare | Sarah Jarvis NRCare |
| Jo Ardrey Apple Homecare | Andrea Borwell NCC |
| Rosie Lovemore IM | Tee Carver |
| Sharon Payne Mears Care | |

| No | Item | Discussion | Action | Action by whom |
|----|--|--|--|----------------|
| 1 | Scope of Group | Share of moving and handling policies and best practice across Norfolk. County wide standard in moving and handling. Follow similar approach to medication policy. | 6 weekly meeting. | HLS/MS |
| 2 | Sub working group to work on the moving and handling policy. | Standard policy that could be implemented across Norfolk. | Led by Helen Stokes other group members Andrea Borwell, Alison Chinganga and Faye Taylor | HS |
| 3 | Sub working group to work on standard | Standard risk assessment everyone could use. | Led by Melanie Sturman, other group members Sharon | MS |

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| | risk assessment | | Pointer, Marie Voegeli and Sharon Payne. | |
| 4 | Sub group to work on emergency handling and myths | Group discussed myths to moving and handling. MS report top two myths are: No leg lifting and always two handlers required for hoisting. Other concerns are handling on double bed and MS explained managing CPR issues. Ambulance staff request all customers to be lowered to floor but this is not always reasonable and practicable. | Led by Joanne Howard/Mel Sturman Other members Sharon Payne, Sarah Jarvis, Sarah Farrow. | MS/JH |
| 5 | Discharges from hospitals | The group identified some difficulties with discharges: Equipment delivered and left in wrapping. Equipment delivered and not set up. Equipment does not fit into home environment, for example go through doorways. Lack of discharge letters. | Development and inclusion of flow chart in policy. Discussion of flow chart with the Acute Trusts Explore with acute trusts if they have Home Based Therapy Department that will complete home visits. As much as possible assess patient on ward prior discharge. No weekend equipment service, explore localities holding equipment locally for access at weekends. Reporting inappropriate discharges and providers not to accept patients if equipment is not at home. | All MS/HLS All MS All |
| 6 | Working with family carers | All home care providers were receptive to working with family carers. | Some providers offering moving and handling training. OT's or prescribing clinician have responsibility to demonstrate equipment and provide written instructions. | All |

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| 7 | Contingency plans when equipment fails or requires replacement | Prescribing clinicians are required to provide risk assessment for bed bound individuals or those using hoist as to what actions would take place should equipment fail. | Clinicians to work with providers and complete joint risk assessment to meet need | NCC/All |
| 8 | NRS not collecting equipment and stand aid with NCC sticker on it seem for sale in charity shop. | Everyone to take responsibility of reporting unwanted equipment. | If NRS fail to collect equipment providers to alert MS so complaints procedure can be completed | All/MS |
| 9 | New reduced handler project | Mel and Annie introduced the service and explained that the service was about reviewing high cost care packages and ascertain if customers' needs were being met. Mel reassured that safety would not be compromised. | Annie will arrange to see providers who could not attend workshop in December. Further training sessions will be arranged. Annie will be contacting providers to start review process | MS/AL |
| 10 | Training | Discussed support staff move from one provider to another and the cost and impact of repeating training. Discussed a Norfolk passport scheme where providers and NCC could sign up to and follow, similar to medication policy. Majority of providers offer 1 day induction course and a minimum of annual refresher of 3-4 hours duration. Majority of providers offer shadow shifts as part of induction process. Majority of providers have in-house trainers who have attended a 5-day train the trainer course. Providers said TTT refreshers were not held | National Back Exchange are reviewing national moving and handling standards. Small sub group to look at training materials and course components. Norfolk passport would be voluntary sign up and work parallel to medication policy (Helen Wilson). Courses advertised on Norfolk and Suffolk Care Brockeridge Trainers to attend approved accredited courses in UK. | MS MS/All MS |

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| | | locally. | Explore local approved providers | MS |
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Date of next meeting Monday 27th February, 14:00-16:00 in room 1 and 2, level 5 County Hall, NR1 2DH. Please send apologies to Bethany Small on bethany.small@norfolk.gov.uk